

# CONNEX CLOUD OFFICE

## MOBILE SOFTPHONE USER GUIDE

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# Table of Contents

Main Mobile Softphone Window . . . . .	2
How do I know if my Mobile Softphone is running and registered? . . . . .	3
How do I enable the Do Not Disturb mode? . . . . .	3
HOW DO I ANSWER AN INCOMING CALL? . . . . .	4
How do I access to my voicemail? . . . . .	4
How do I make a call? . . . . .	5
How do I blind transfer a call? . . . . .	6
How do I introduce a call before transferring (Attended Transfer)? . . . . .	7
How do I conference someone into an active call? . . . . .	8
How do I view my call history? . . . . .	9
How do I view my contacts? . . . . .	10
How do I view my contacts? . . . . .	11
Step 1 – Identify who on your contact list you want to monitor the presence information . . . . .	11
Step 2 – Enable the BLF feature on your mobile softphone settings . . . . .	12
Step 3 - Add members to the BLF list . . . . .	13
Step 4 – Remove members of the BLF list . . . . .	14
Step 5 – Display the User Presence status of your contacts in the BLF List . . . . .	15



# CONNEX CLOUD OFFICE

## MOBILE SOFTPHONE USER GUIDE

Before your start: The **Mobile Softphone (GS Wave Lite)** application should be installed on your mobile device, properly configured, and registered to the **CONNEX Cloud Office** service. If this is not the case, please refer to the **Mobile Softphone Installation Guide** and **Mobile Softphone Add-Modify Account Guide** for detailed information on how to install the mobile softphone application on your mobile device and how to add your account (extension) information, respectively.

The softphone is a feature-rich telephone that integrates with your **CONNEX Cloud Office** telephony service.

This guide describes how to use the features provided by the **Mobile Softphone**.

## MAIN MOBILE SOFTPHONE WINDOW

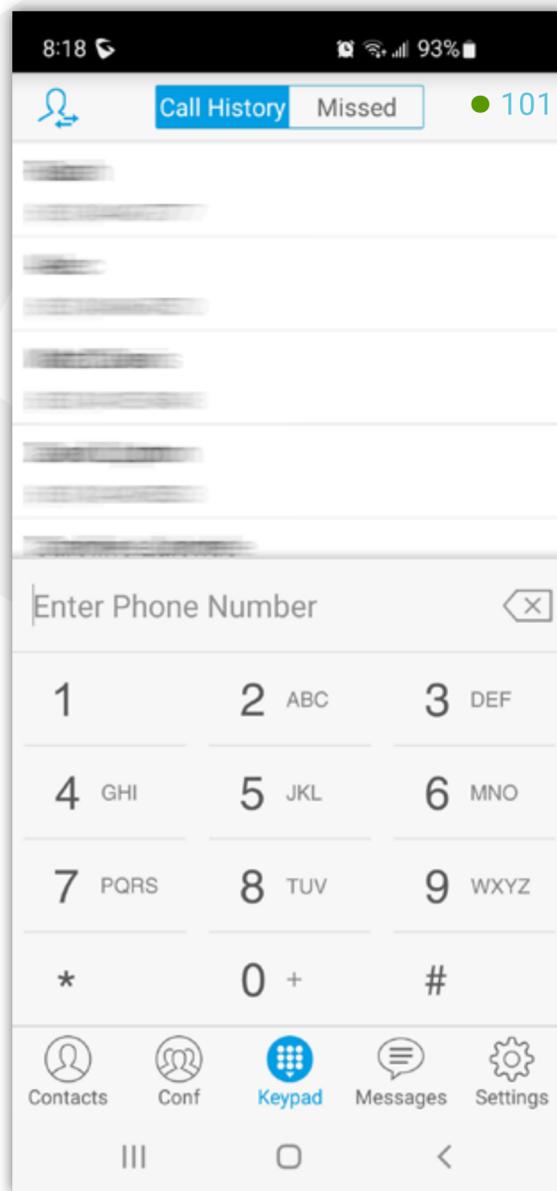
**Call View Selector** →  
Call History / Missed Calls

← **Your Extension Status**

**Calls** →

**Keypad** →

**Function Icons** →



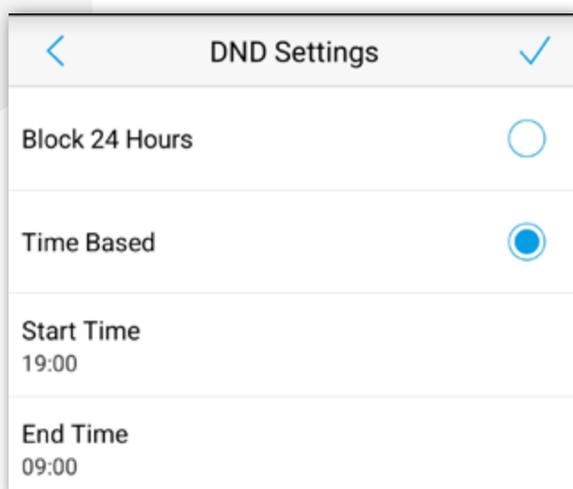
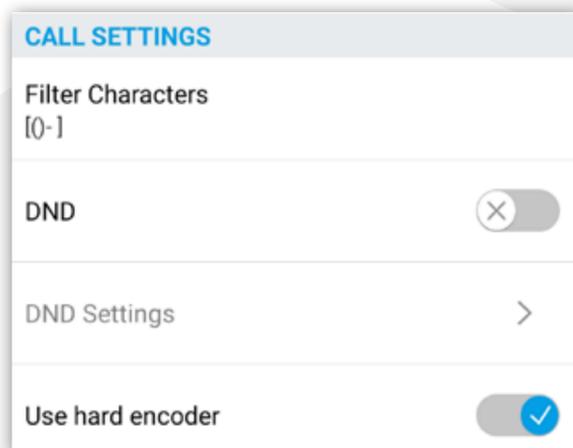
## HOW DO I KNOW IF MY MOBILE SOFTPHONE IS RUNNING AND REGISTERED?

Your mobile softphone should be configured to **Start on Boot** and should always be running to ensure you can receive and make calls. When the mobile softphone is running and active, the softphone icon  is displayed on the top of your mobile device's screen, as shown below.



Another way to check if your mobile softphone is registered to your **CONNEX Cloud Office** telephony service is to open the mobile softphone application, then click on the **Keypad** icon at the bottom of the screen and check your extension number at the top right corner of the application screen. You should see a green dot ● next to your extension number. If not, we will not be able to receive or make calls using your mobile softphone.

## HOW DO I ENABLE THE DO NOT DISTURB MODE?



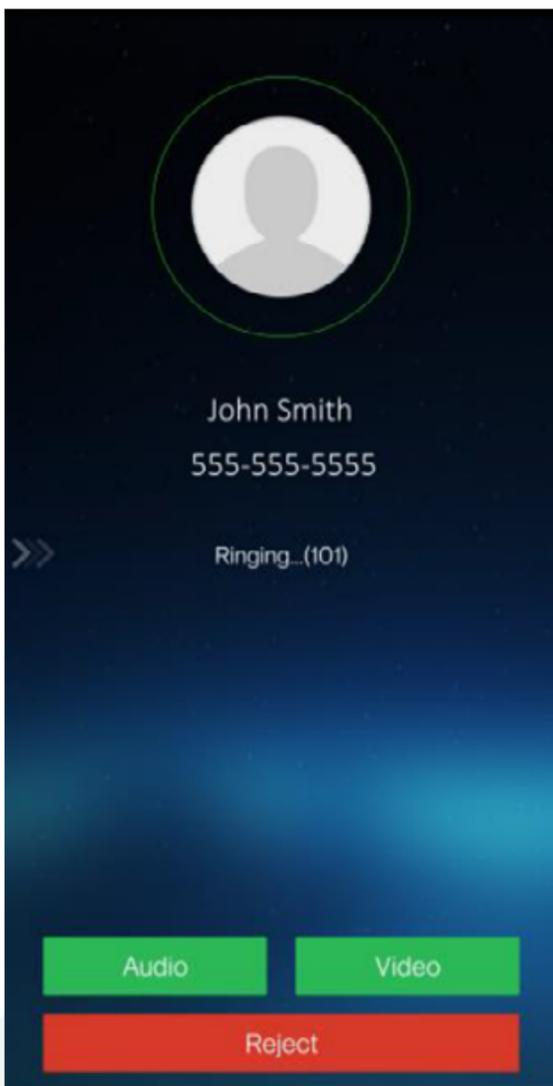
The **Do Not Disturb (DND)** mode will prevent incoming call to ring on your mobile softphone. You can enable or disable this feature in the **Call Settings** section of the **Advanced Settings**.

You can enable the **DND** mode for 24 hours or specify a start and end time in the **DND Settings** section.

With this mode enabled on your mobile softphone phone, the system will ring other devices you may have configured, for example, your mobile softphone or your desk phone. Additionally, the system will adhere to the **Follow-Me** setting for your extension.

You can enable the **Do Not Disturb** feature at the system level, by dialing **\*78**, and **\*79** to disable the feature. With this feature enabled at the system level, incoming calls will be sent to your voicemail automatically.

## HOW DO I ANSWER AN INCOMING CALL?



Your softphone runs in the background allowing you to focus on other applications. Refer to the section **How do I know if my Mobile Softphone is running and registered?** to ensure your softphone is running.

When you have an incoming call, an incoming call screen will be displayed. You have the choice to Answer or Reject the call.

Press the corresponding button to the action you would like to take for this incoming call:

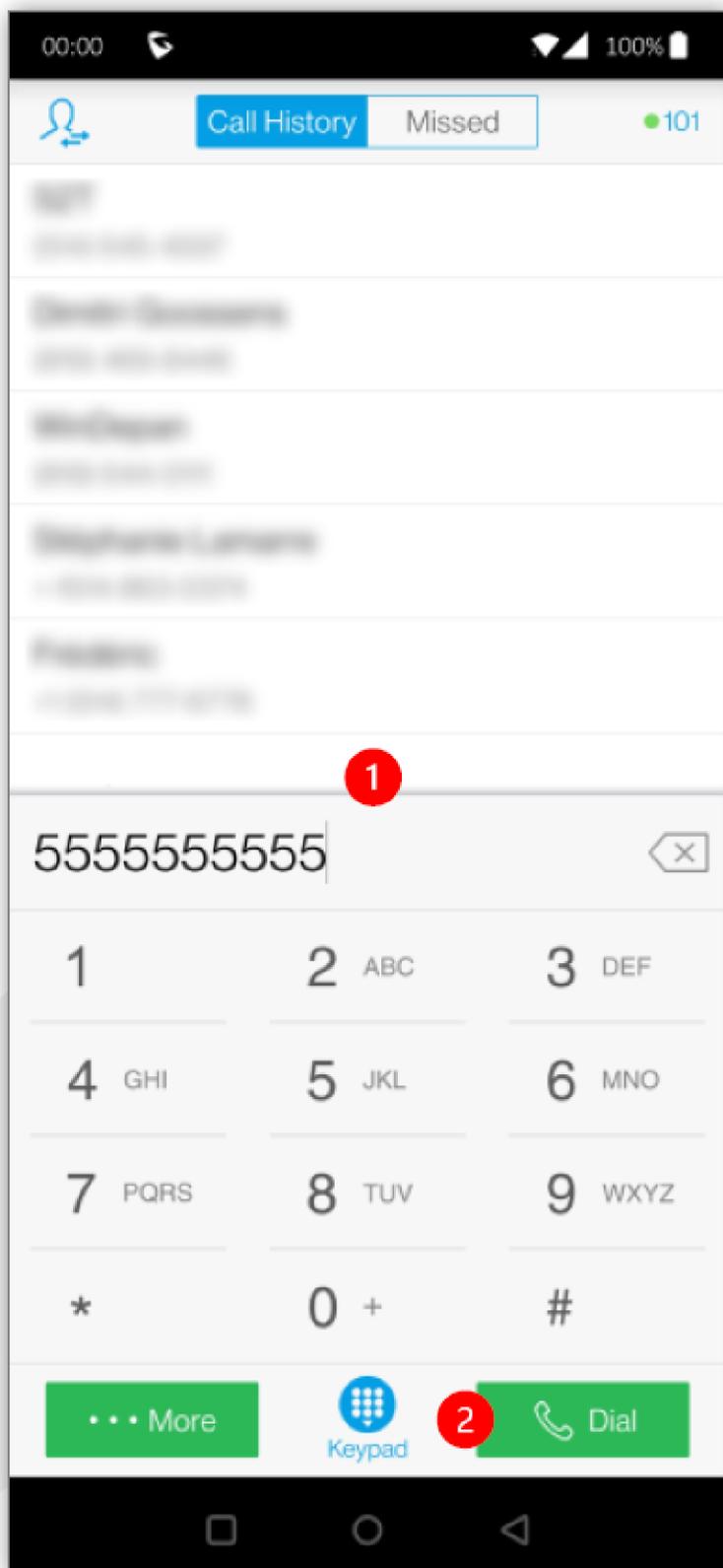
**Audio** To answer the call.

**Reject** To reject the call.

## HOW DO I ACCESS TO MY VOICEMAIL?

To access your **Voicemail** messages, tap the **Messages** icon at the bottom of the mobile softphone screen or simply dial **\*97** when you are on the **Keypad** screen.

## HOW DO I MAKE A CALL?

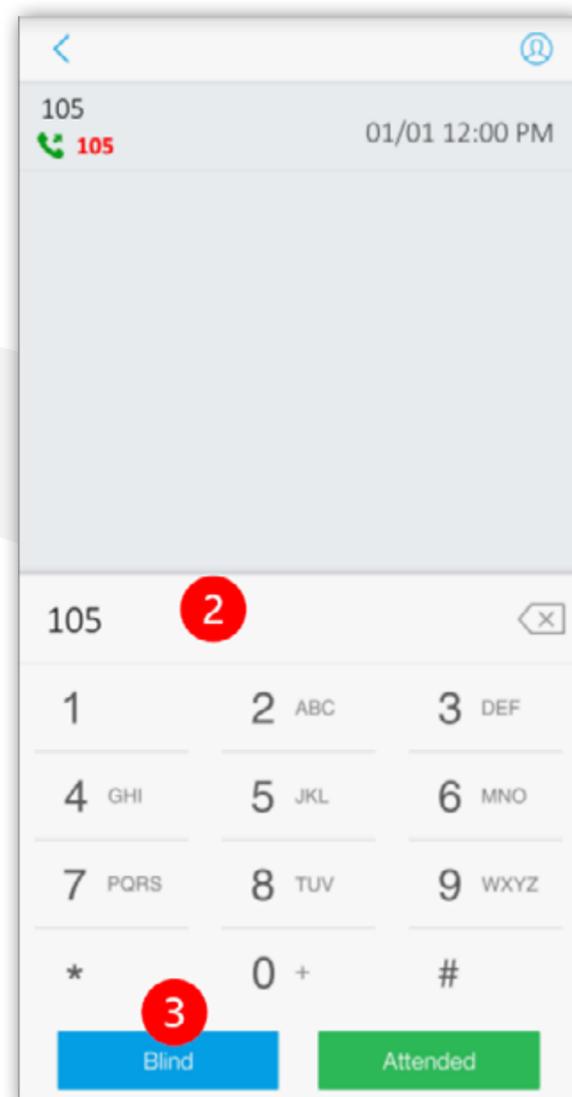
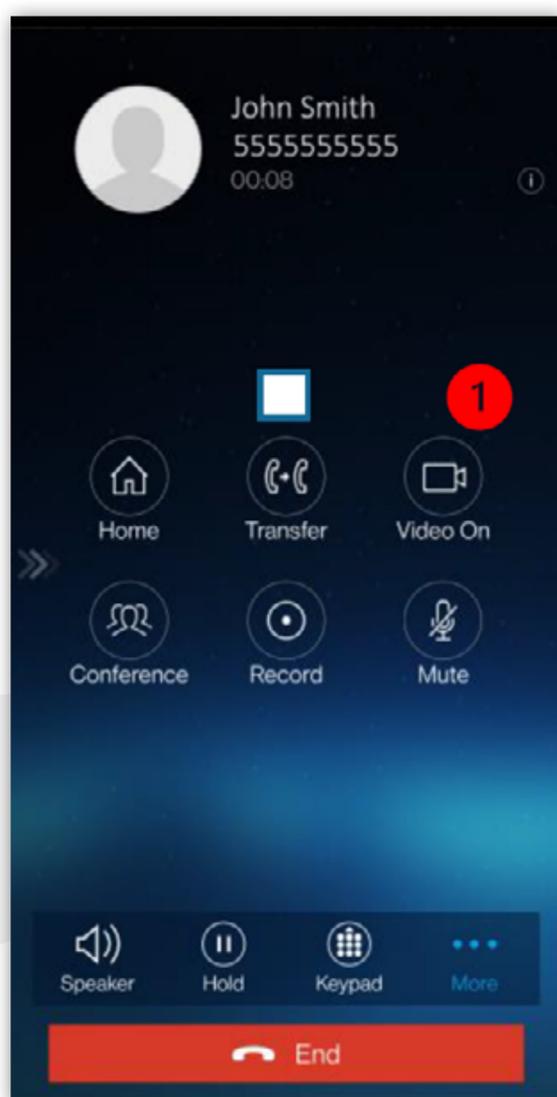


Access the mobile softphone application. If you do not see the **Keypad**, click on the **Keypad** icon at the bottom of the screen.

- 1 Enter the phone or extension number you would like to call.
- 2 Press the **Dial** button at the bottom of the screen to make the call.

## HOW DO I BLIND TRANSFER A CALL?

A Blind Call Transfer simply transfers to call to someone else without introducing the call transfer to the destination. If the destination is not available, the call will be transferred to their voicemail.



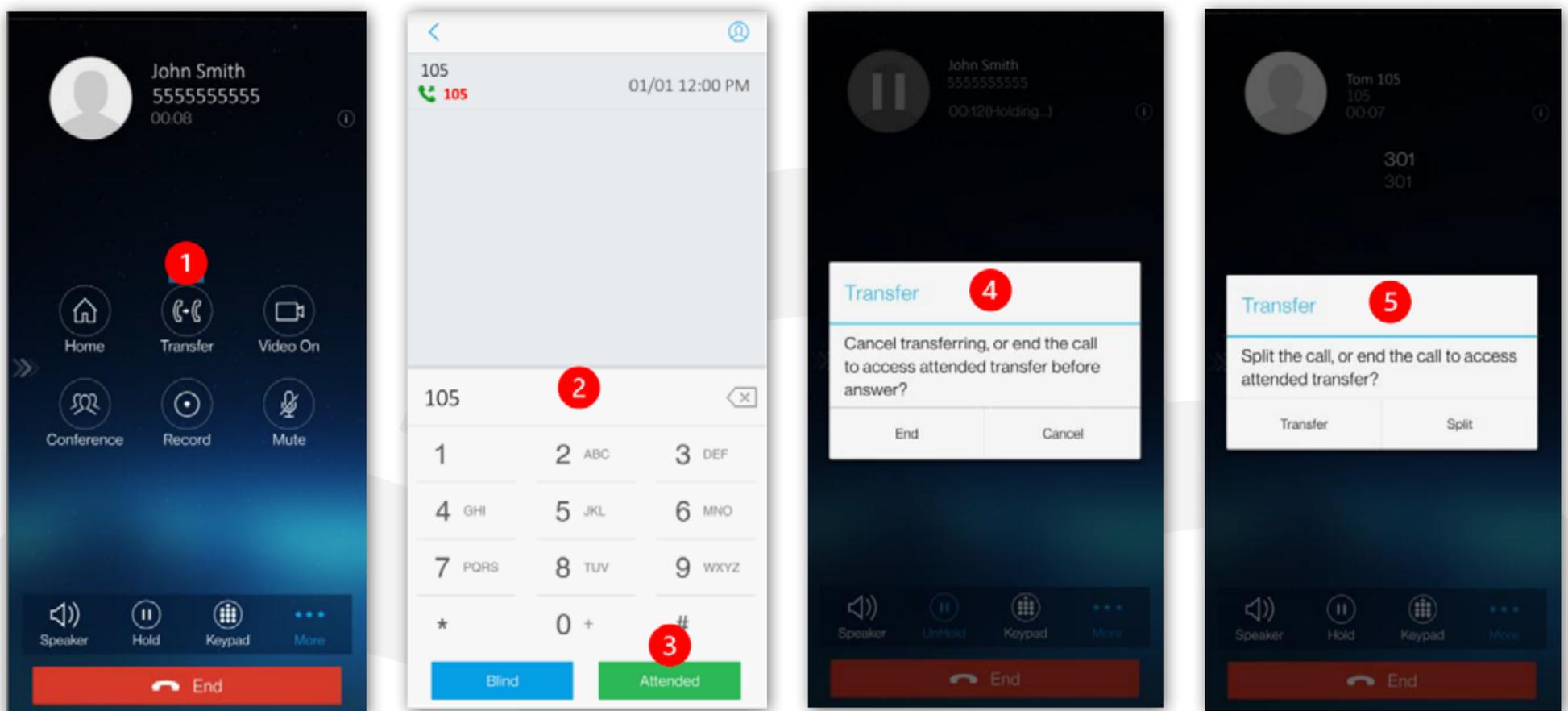
- 1 With a call in progress, press the **Transfer** icon on the **Call Status** screen.

- 2 A Call Transfer screen will appear, enter the number of the destination you would like to transfer the call to.
- 3 Tap on the **Blind** button and the call will be transferred immediately.

## HOW DO I INTRODUCE A CALL BEFORE TRANSFERRING (ATTENDED TRANSFER)?

An **Attended Call Transfer** allows you to talk to the transfer destination before the call is transferred.

This option is useful to introduce the call and confirm that the destination is available before initiating the **Call Transfer**.



**1** With a call in progress, tap the **Transfer** icon on the **Call Status** screen.

**2** A **Call Transfer** screen will appear, enter the number of the destination you would like to transfer the call to.

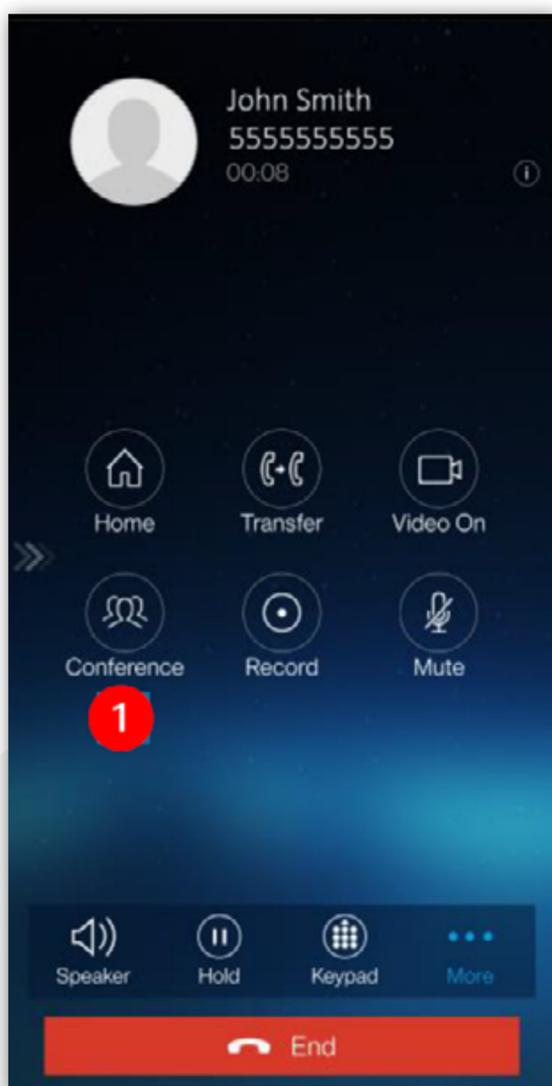
**3** Tap the **Attended** button and you can dial and speak with the destination you want to transfer the call to.

**4** If the destination does not answer the call, you can cancel the transfer by choosing **End**, or try a different destination by choosing **Cancel**.

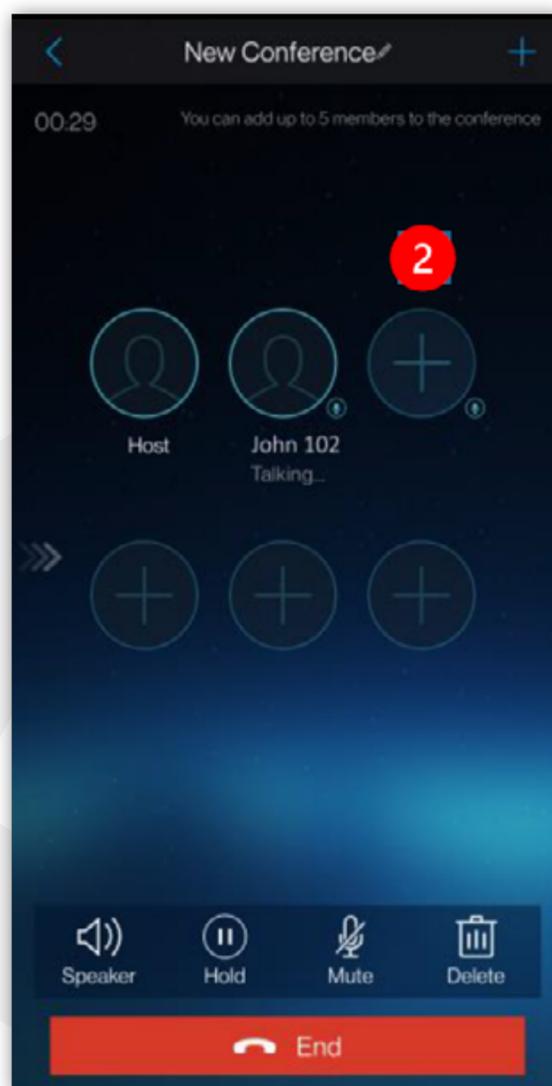
**5** When the destination answers, introduce the transfer and then press **Transfer** to complete the **Attended Call Transfer**.

## HOW DO I CONFERENCE SOMEONE INTO AN ACTIVE CALL?

Your mobile softphone allows you to add other parties to a call in progress. With the **Conference** option, you can add up to five (5) participants to a call.



**1** With a call in progress, tap the **Conference** icon on the **Call Status** screen.



**2** Press on the available conference spot represented by a plus (+) icon.

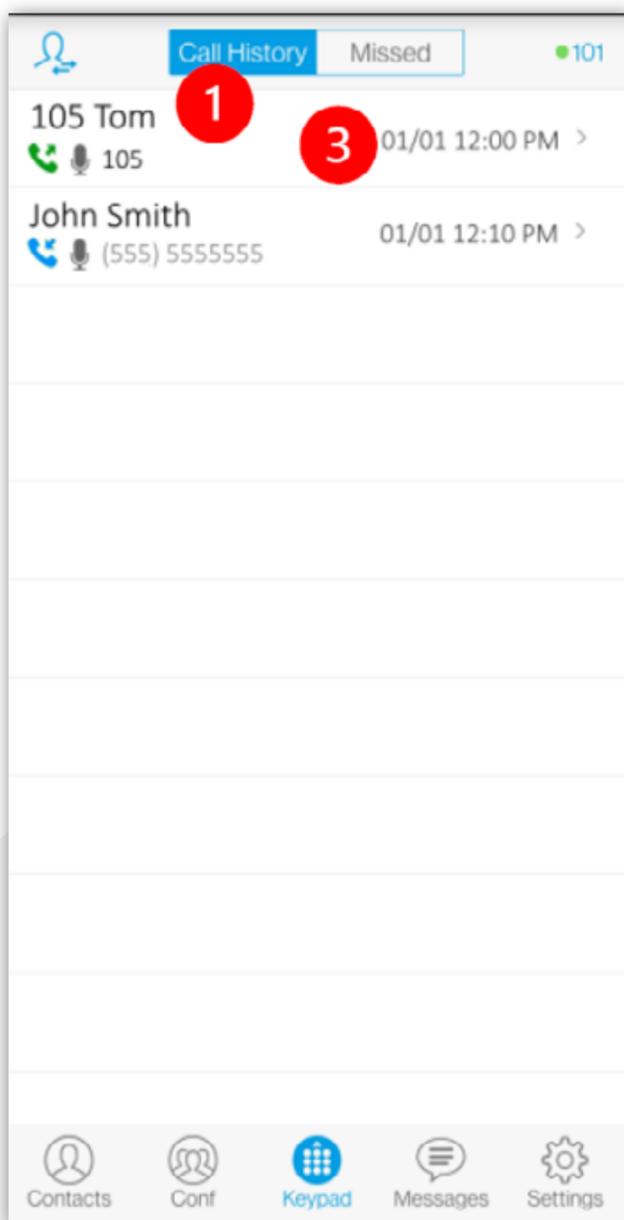


**3** Enter the number of the participant(s) you would like to add to the call.

**4** Tap the **Add** button to add the participants to the call.

## HOW DO I VIEW MY CALL HISTORY?

The mobile softphone call history is displayed on the **Keypad** screen. To access it, press the **Keypad** icon at the bottom. There are two (2) sections, **Call History** and **Missed** call screen, If the **Missed** tab shows a red dot • with a number, it indicates the number of missed.



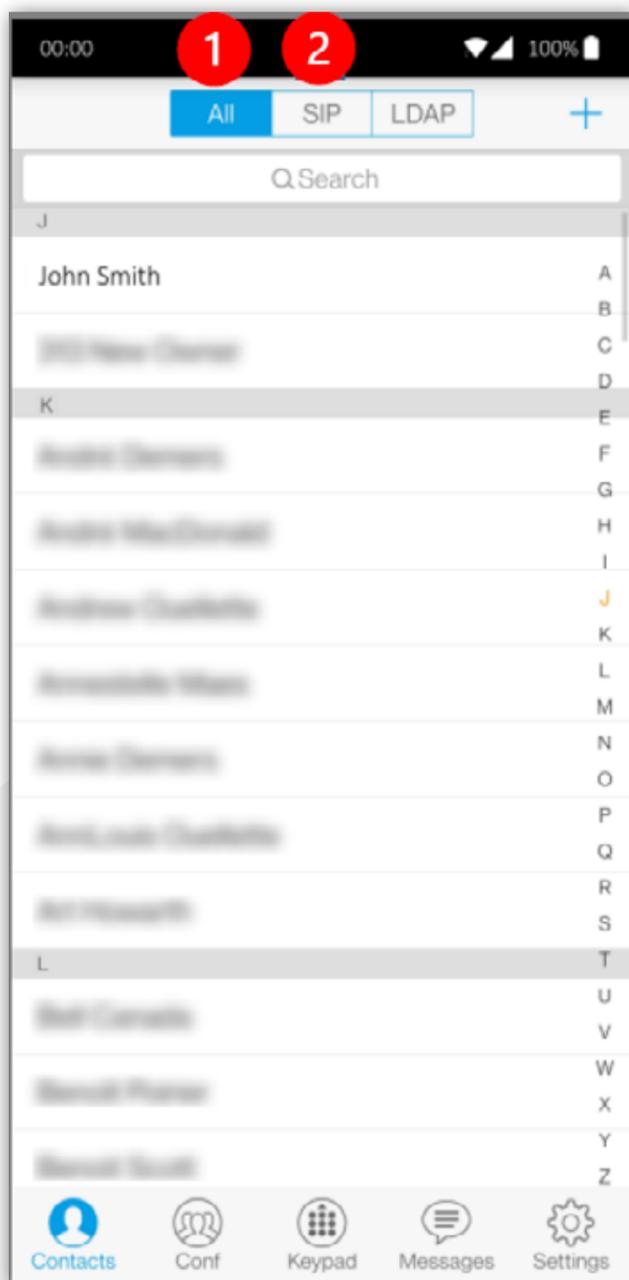
- 1 The first line shows the **Caller ID** of the entry in the call history.
- 2 On the second line, a **Phone** icon next to the phone or extension number indicates the call direction.

Call	Direction Icon
Outgoing	
Incoming	
Missed Call	

- 3 On the right, the **Date** and **Time** of the call entry.
- 4 You can press on the right arrow icon (>) to get more information about this caller, including a call history for this number.

## HOW DO I VIEW MY CONTACTS?

To view your **Contacts**, press on the **Contacts** icon at the bottom of the screen. You can view all of your contacts including the contacts you have on your mobile device (if you granted the permission for the mobile softphone to access the contacts stored in your device). There is also a list just for your **SIP** numbers (internal extensions).



- 1 Display all of your contacts.
- 2 Display only internal extensions (aka **SIP Number**). This is the list of contacts that can be used for **User Presence** (aka **BLF List**).

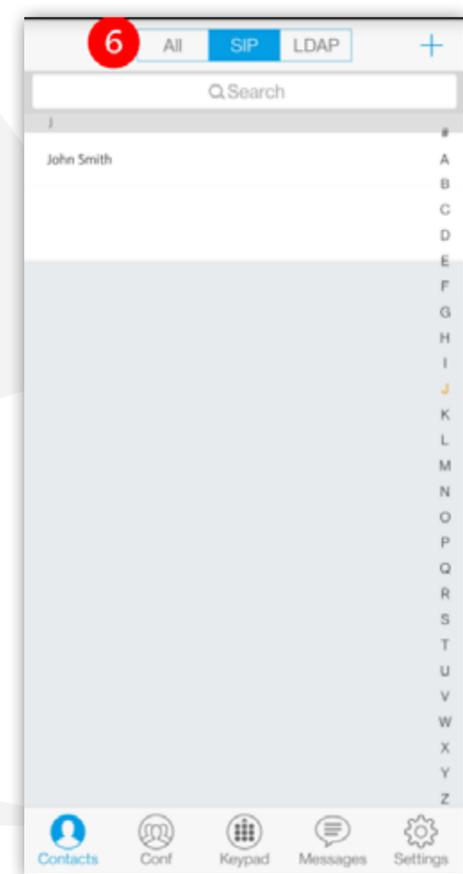
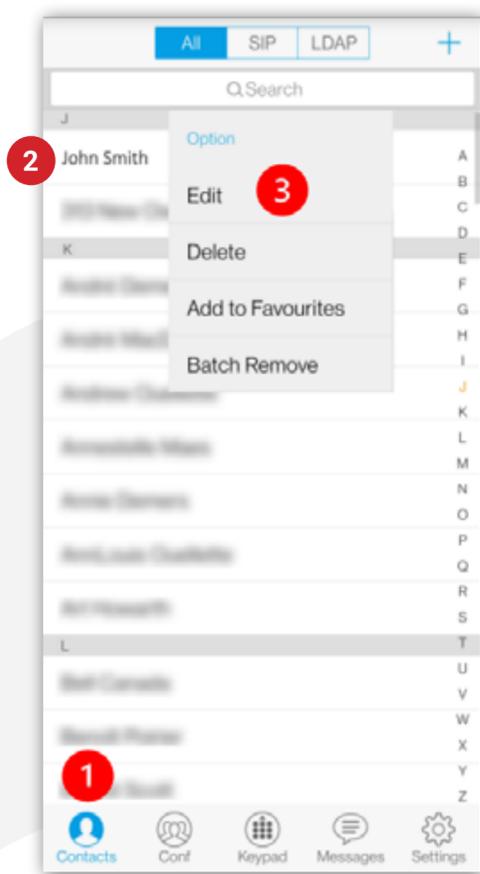
## HOW DO I VIEW MY CONTACTS?

Your softphone allows you to track the presence (**BLF**) information of up to 24 system users, showing you if they are available to receive a call (**Available**), on the phone (**Busy**), or not connected to the system (**Offline**). **BLF** is a technical acronym in the telephone industry that means **Busy Lamp Field**, which refers to the status lights found on traditional business phones.

For your softphone to monitor the availability (or presence information) of other system users, you need to add them to the **BLF** list. The following steps will walk you through adding a contact to your **BLF** list.

### Step 1 – Identify who on your contact list you want to monitor the presence information

Before you can add **Contacts** to your **User Presence** function (aka **BLF List**), you need to make sure the desired **Contacts** have their internal extension numbers in their contact profile.



- 1 Press the **Contacts** icon at the bottom of the screen.
- 2 Long press on the **Contact** you want to know the presence of.
- 3 Select **Edit**.

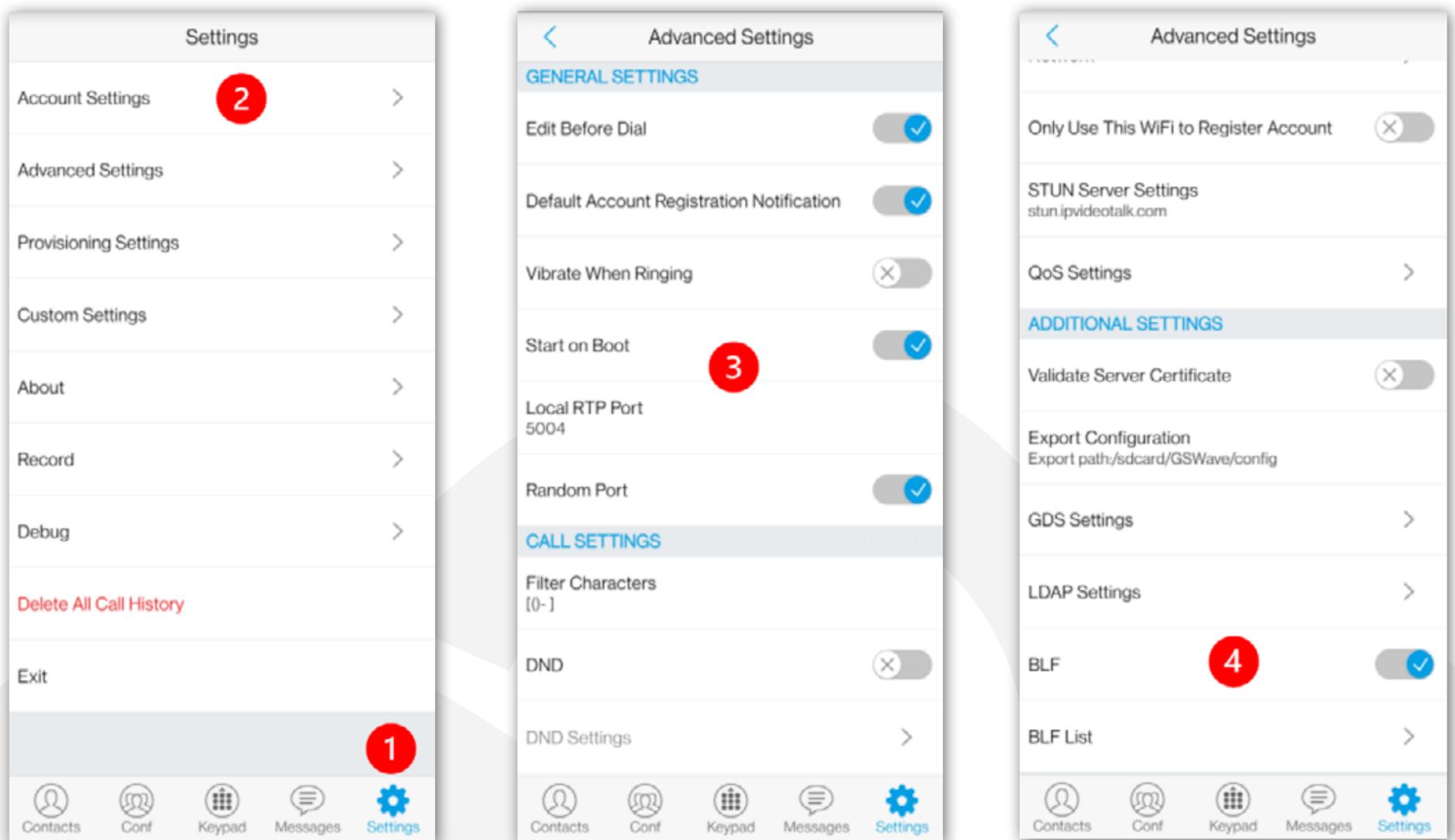
- 4 Enter the extension number in the **SIP Number** field.
- 5 Press on the ✓ checkmark at the top right corner of the screen.

- 6 Press on **SIP** at the top of the screen to show contacts with **SIP** extensions assigned.

**Note:** The presence status of your **SIP Contacts** will be shown only when the **BLF** option is enabled, and you have added members (**SIP Contacts**) to your **BLF List** (see next steps for more information).

### Step 2 – Enable the BLF feature on your mobile softphone settings

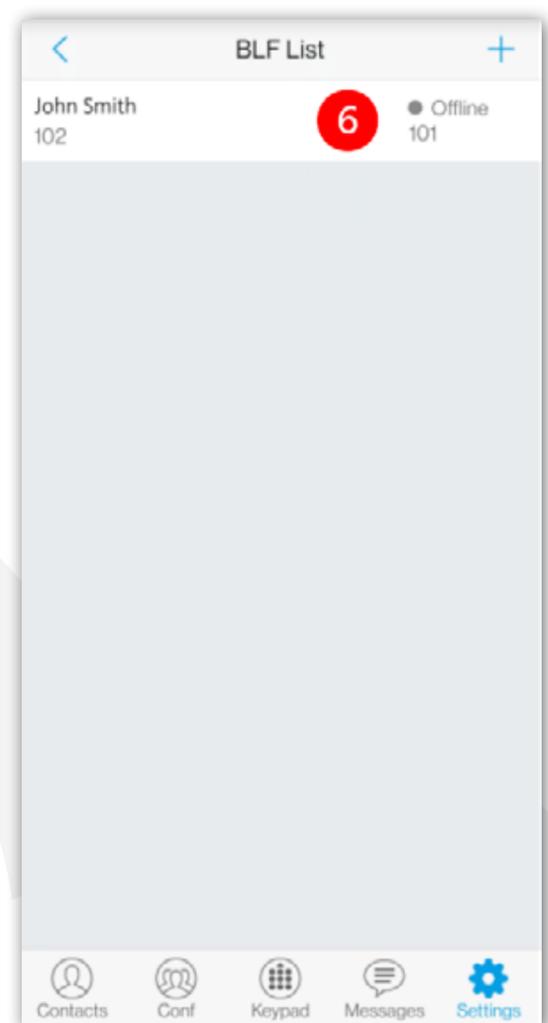
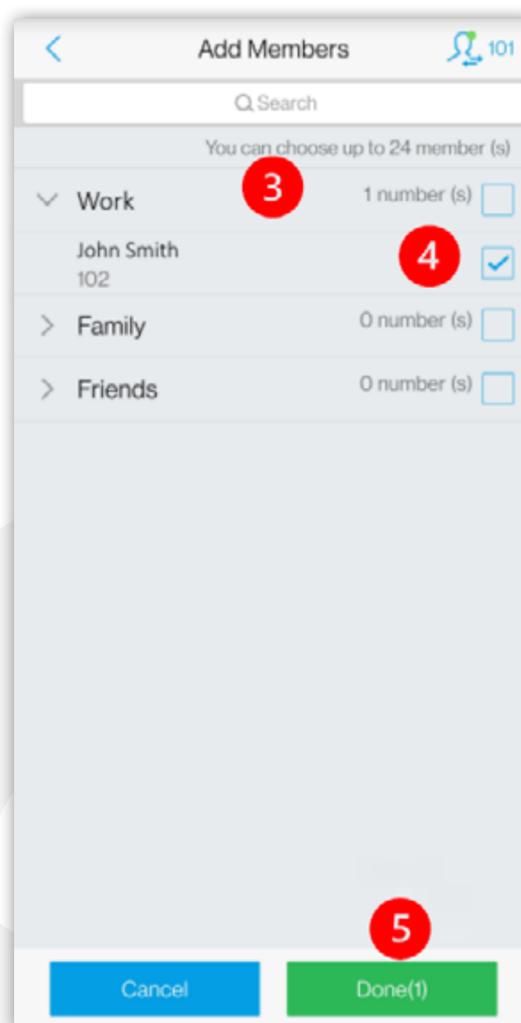
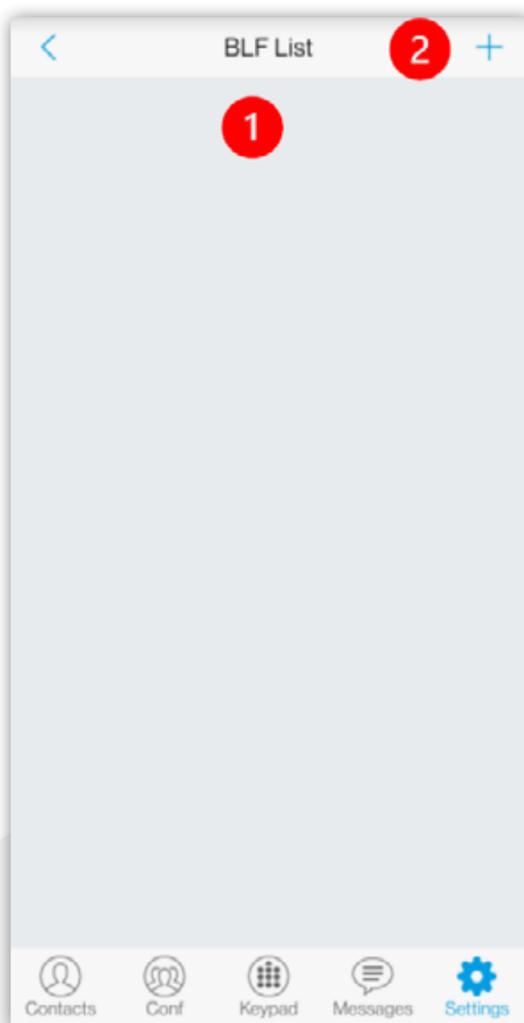
Once your contacts have their respective internal extension number, you need to make sure the **BLF** function of your softphone is enabled.



- 1 Press on the **Settings** icon at the bottom of the screen.
- 2 Tap on **Advanced Settings**.
- 3 Scroll down to the bottom of the **Advanced Setting** screen until you see the **BLF** and **BLF List** options (as shown on the right).
- 4 On the **BLF** option line, if the icon to the right is showing disabled like this , tap on the icon to enable the **BLF** option. It should show like the screen above.

### Step 3 - Add members to the BLF list

To add members (**SIP Contacts**) to the **BLF List** of your softphone, you need to go to the **Advanced Settings** and choose **BLF List** at the bottom of the screen – refer to Step 2 of this section on how to access the **Advanced Settings** screen.



- 1 In this example, the **BLF List** is empty.
- 2 Press on the plus (+) sign at the top right of the screen to add a member to the **BLF List**.

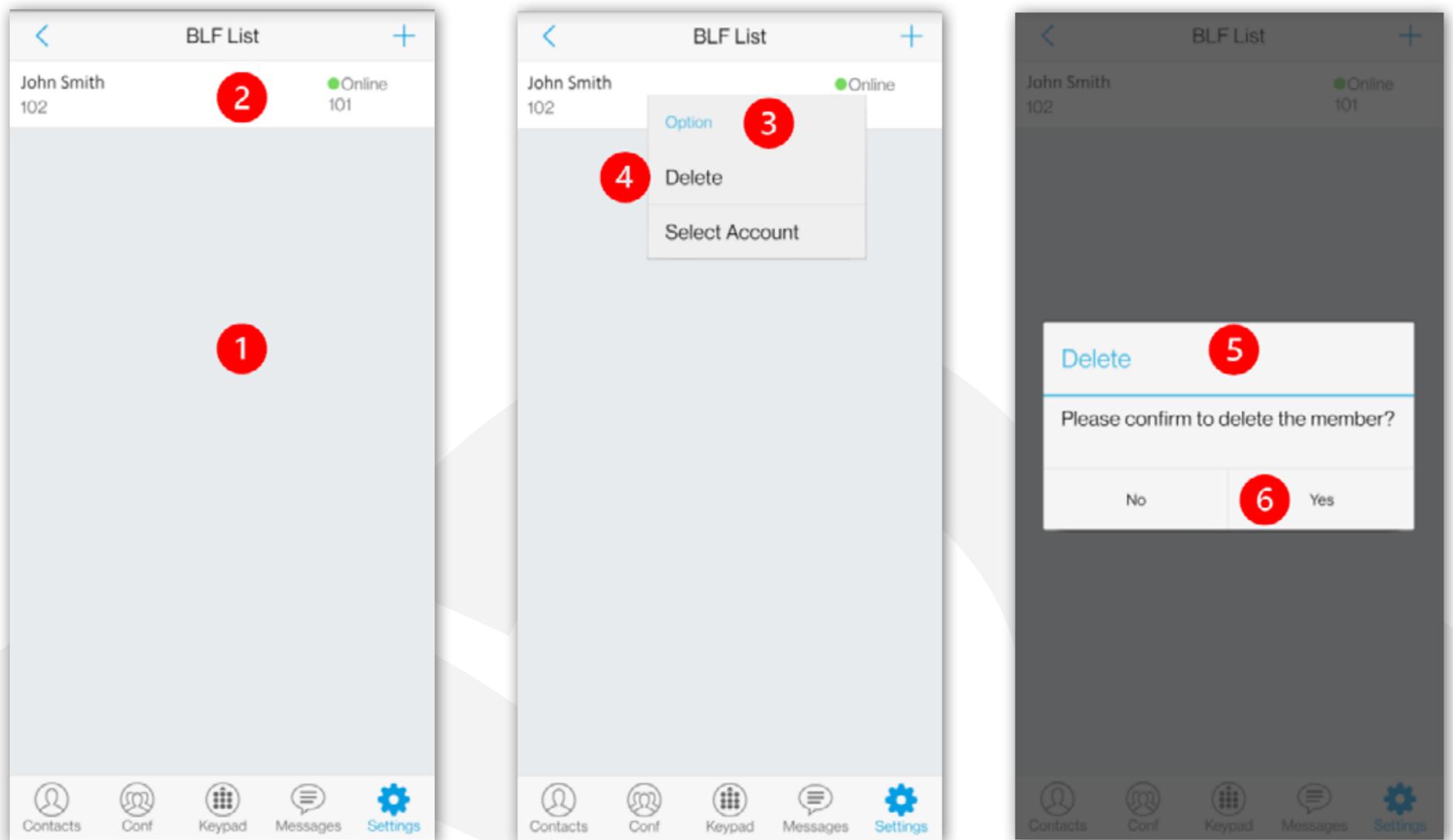
- 3 Expand the contact group of the contact you want to add to your **BLF List** by pressing the group name.
- 4 Press on the box next to the contacts you want to add, a have a checkmark ✓ will appear in the respective box.
- 5 Press **Done** to add the selected contacts to the **BLF List** of your phone.

- 6 You will see all the contacts you have added in the previous step in your **BLF List**.

**Note:** After a contact is added to the **BLF List**, it will initially be shown as **Offline**. This may not be the case. The status will be updated once a call is made to the contact/extension using your softphone.

### Step 4 – Remove members of the BLF list

To add remove (**SIP Contacts**) in the **BLF List** of your softphone, you need to go to the **Advanced Settings** and choose **BLF List** at the bottom of the screen – refer to Step 2 of this section on how to access the **Advanced Settings** screen.



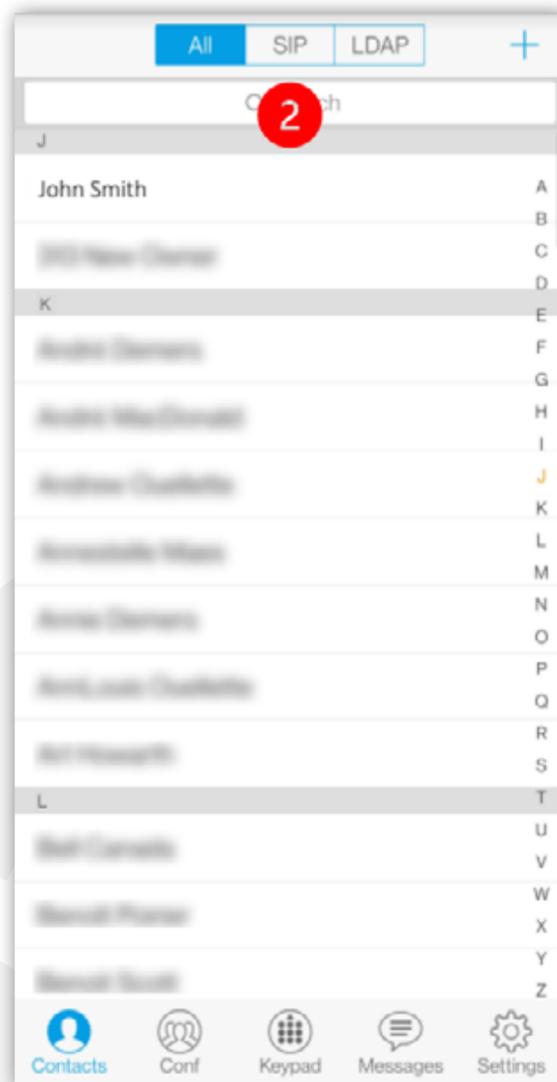
- 1 With the **BLF List** displayed.
- 2 Long press on the **Contact** you want to remove.
- 3 An option menu will appear.
- 4 Press on **Delete**.
- 5 A confirmation message will appear.
- 6 Press **Yes** to confirm.

### Step 5 – Display the User Presence status of your contacts in the BLF List

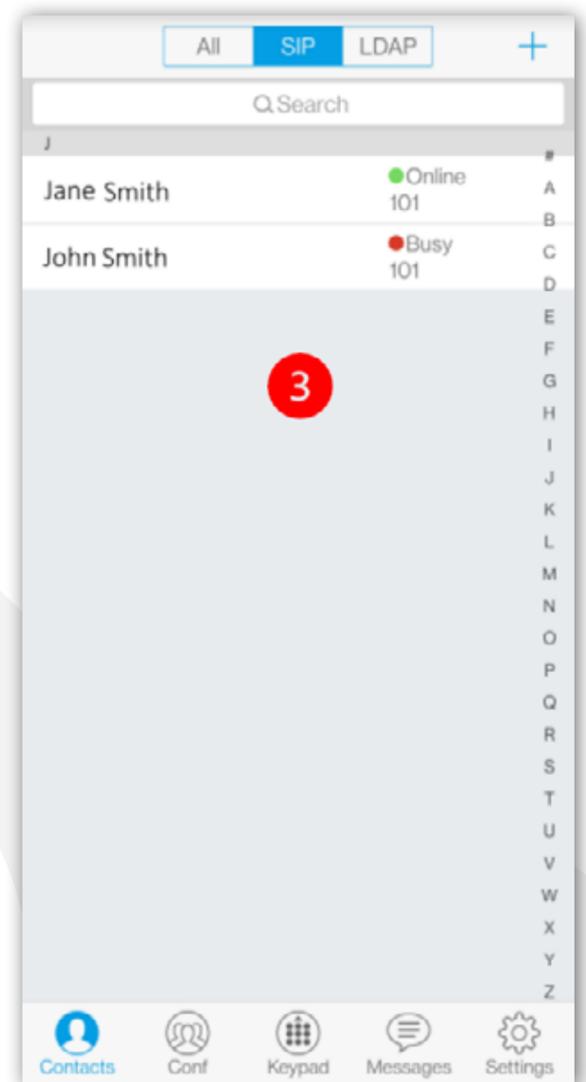
Once you have enabled the **BLF** function and added **SIP Contacts** to the **BLF List** of the mobile softphone. You can easily see the **User Presence** status of your **SIP Contacts**.



**1** Click on the **Contacts** icon at the bottom of the screen.



**2** On the contact screen, click on **SIP** at the top of the screen to show your **SIP Contacts**.



**3** Your **SIP Contacts** will be displayed with the corresponding **User Presence** status.

**Note:** If the contact presence status is not displayed, make sure your **BLF** option is enabled and you have added members to the **BLF List**. (refer to the corresponding section if needed).